

CM/ECF Email Bounce Back Policy

January 14, 2005

A bounced email is an email notification that is undeliverable and therefore returned to the court email box. PLEASE NOTE: Pursuant to General Order 42A it is the attorney's responsibility to accurately maintain their CM/ECF account and service information.

Emails Bounced from Primary Email Addresses -

1. Should emails not be delivered due to difficulties with the recipient, the court will try to resend the emails, but there can not be any guarantee on timeliness.
 - a. If the resend fails, the court will attempt to contact the attorney by phone to resolve the issue. If this does not result in the problem being resolved, the presiding judge will be notified of the attorney's non-compliance with General Order 42A.
2. Should emails not be delivered due to difficulties with the sender (the court), the emails will be resent as soon as possible (normally within one business day) with an explanation for the delay.

The attorney's primary address will not be edited or deleted by the court. The attorney must log in and update their email themselves.

Emails Bounced from Secondary Email Addresses -

Since secondary email addresses are optional, all bounced emails to these addresses will result in one attempt by the court to have the attorney correct the problem themselves. Failing such timely action by the attorney, that address will be deleted from the profile of the attorney without any further research or notification.